

**ACADEMY FOR EDUCATIONAL DEVELOPMENT  
NGO DEVELOPMENT PROGRAM**

**Performance Monitoring Report No. 10  
Period: September 30, 2000 - December 31, 2000**

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## **0. EXECUTIVE SUMMARY**

*This report covers the activities of the NGO Development Program from September 30th until the end of December 2000. It also includes some information beyond the end of the quarter but available at the time of writing in mid January.*

The Croatia NGO Development Program contributes to USAID Croatia's Strategic Objective 2.1 to increase informed citizen participation in political processes, particularly at the local level.

- 0.1 In the quarter, there were 11 NGO grant projects active with successful advocacy activities in a variety of sectors, from women's issues legal reform, local development planning, reintegration of minorities, family welfare, labeling of agricultural produce, rights and protection of the physically and mentally disadvantaged and abused to support of local NGOs by local government. All funded projects involve coalitions between NGOs as well as collaboration with local government and other sectors.
- 0.2 The support centers established by the Program have begun providing valuable help both to the sector and to central and local government, who are contributing financial material and moral support. Local programs for the support centers to make awards for training and technical assistance to local NGOs (TEHPO) have been launched in Osijek, Rijeka and Split. Importantly, continuing problems within CERANEO no longer impair the performance of the center in Rijeka.
- 0.3 Three new training organizations NIT, EOS and SMART, each a direct result of the Program's training component, were active in training delivery both for this Program and for other donors. They have achieved independent funding and provide a professional outlet for an increasing number of Croatian trainers including almost all the participants in the earlier ToT program. They are a new and seemingly permanent resource for the continued development of the sector.
- 0.4 The work done on the establishment of ODRAZ by the local staff of AED Zagreb led to the completion of a subcontract with AED Washington during the quarter. The subcontract became effective on October 1st. ODRAZ has the potential to be an important donors services and development NGO and is a key component of the exit strategy. During the quarter there was further work on the ODRAZ strategy and business plan and this should be available for donors in the coming days.

## 1. GRANT PROGRAM

**LIFE OF ACTIVITY RESULTS:** *Increased financial, organizational, advocacy, and outreach capacity and improved public image of Croatian NGOs; 8-15 financially sustainable NGOs able to cooperate with local government and to conduct public advocacy programs.*

### 1.1 First Round of Grants

1.1.1 Following the review by AED/ODRAZ of the sustainability of all projects, Prijatelj, Eko Center, and RI-CENTAR(CERANEO Grant) were, with the consent of USAID, recommended for and received grant extensions. MI received a grant extension earlier. With the exception of Green Action and B.a.B.e. all first RFA grants will continue for longer than originally anticipated.

1.1.2 During the quarter, AED/ODRAZ provided TA to the grantees to prepare extension applications, which were subsequently presented in summary form to USAID for approval.

1.1.2.1 Approvals for all were received with the provision that funding for continuation of the CERANEO project should, in the light of developments within CERANEO, be channeled directly to RI-CENTAR.

1.1.2.2 On receipt of approvals from USAID Zagreb, grant agreement modifications were prepared by AED Washington and sent to Budapest who approved all modifications. A new grant agreement has been concluded with RI-CENTAR with the provision that it contracts for TA in book keeping and reporting to ensure that the monitoring and reporting of expenditures is performed to the standards required by the contract. All funds for grants within the contract are now obligated.

1.1.2.3 Progress for the quarter on all 1st RFA grants is presented in a table below in addition to which we add the following comments. (Training and TA is reported in 2.6.1).

#### 1.1.2.4 Prijatelj (September 1, 1999 – May 15)

- The goals of the original grant have been reached.
  - The responsiveness of the municipal authorities to the needs of the community in Kozari Bok/Put has been increased as evidenced by ongoing consultation on a number of issues and its recognition and acceptance of the local Youth Council, whose ongoing activities are one of the results of the project.
  - The community itself has engaged in this process developing their own plans and actions to improve their situation and develop their community.
- The extension recognizes the potential to build on the interest of local government to establish similar community centers elsewhere.

- Prijatelj has secured ongoing funding for the project with funds pledged from Open Society for continued work.

#### **1.1.2.5 Green Action (September 1, 1999 – June 30, 2000)**

- AED/ODRAZ has provided TA to the members of the Green Network, the main result of the project, to help them develop their own leadership of the network independent of Green Action, and to develop fund raising proposals. Several funding proposals have been put forward as a result of the TA. In consequence the Network is, and will continue to be, active both as a network of similar organizations and as providers of almost national coverage for the environmental whistle blowing hot line. Aside from acting as an outlet for civic engagement this brings the members of the network into close and ongoing contact with their constituencies.

#### **1.1.2.6 EKO Center (September 1, 1999 – May 15, 2001)**

- This project has consistently delivered beyond its original target results and shows real signs of institutional development. What was before largely a one-man effort has become a team, with potential to take responsibility for its own plans and destinies.
- The extension will allow Eko Center to sustain its work on the local adoption of their Contribution to the Sustainable Development Plan and to build on the interest of the Office for the Islands (within the Ministry of Construction and Renewal) for the use of the process as a model which can be replicated elsewhere. It will also allow further work on the institutional development of the Eko Center itself, particularly through the development and implementation of a business plan which is essential for its own sustainability.
- During the quarter EKO Centar received intensive TA and training. The development of its business plan was stimulated by the consultancy project AED commissioned from Daniel Gies.
- Adoption of the Development Plan by the City Council has received a setback. At the agenda-setting meeting of the Council the IDS party leadership, who have the majority of members declined to have the Plan put on the Agenda. It was unfortunate that many of the Plan's supporters were not present at this meeting and the real reasons for the agenda block are not yet clear. AED/ODRAZ will attempt mediation and also to clarify the nature of the problem which remains obscure.

#### **1.1.3 CERANEO (September 1, 1999 – December 29, 2000)**

- Several meetings were held with CERANEO during the quarter to deal with its contribution to the project, in the face of its own internal problems.
- Meanwhile RI-CENTAR, established by the project as an independent support center for local NGOs has made major strides without any input from CERANEO but with ongoing TA from AED/ODRAZ. They have built on the wide level of interest and support from local government earlier established and added to it a level of interest and contribution from local NGOs. It was in the light of this progress and evidence of potential that an extension was recommended and approved.
- RI-CENTAR continues to go from strength to strength. They have initiated an NGO incubator, held a successful local NGO Forum, launched and implemented a local TEHPO program, received moral and financial support

from UzU (GoC's Office for Associations), become integrated within ICNL's work and are recognized as a key member of the Support Center Network established by AED/ODRAZ.

Note: At the end of the year CERANEO, who now has only one staff member, announced its intention to confine its activities in the future to research, policy development for the sector and lobbying.

**1.1.4 B.a.B.e.**

- During the quarter B.a.B.e. was given a second one month no cost extension to complete the evaluation stage of its project and the printing of its legal recommendations. The grant ended in December 31st and is being closed out. At the time of writing the final report is due.

1.1.5 Accounting and finance documentation was checked and compared with monthly financial reports in Prijatelj and Ceraneo.

1.1.6 Highlights of the last quarter activities of the 1st RFA Grantees are presented in the following table.

**B.a.B.e. (December 1, 1999-December 31, 2000)**

- This advocacy project has been successfully completed and its main results are:
  - Expert report on women's status in labor produced and published.
  - Drafts of changes for Labor Law, Employment Law and Law on Social Security prepared and distributed to 45 interested MP, provisions relating to loans will be incorporated in the Equal Opportunity Act which is under preparation by the Government.
  - Changes to draft laws in Parliament discussed in meetings with 7 major parties that resulted in their adoption by 2 of the parties' women's sections.
  - Public awareness of special women's employment needs done through a public campaign and petition.
  - Strengthening of links between B.a.B.e. and political parties and some acceptance of B.a.B.e.'s input drafts.
  - 18 participants from 7 political parties attended a workshop to discuss changes proposed.

**EKO Center (September 1, 1999 – May 15, 2001)**

- Cooperation with the Ministry of Environmental Protection initiated with their commissioning a study on vultures and other activities will follow soon.
- Additional souvenir production (eco-bags) financed by the Regional Environmental Center – 2,000 ECU.
- Funding application submitted to UZU (Gov. Office for NGOs).
- Contact with the Office for Islands made and their concrete role will be determined by the end of January.
- Individual contacts for replicating the Cres model initiated with Hvar and Lastovo.
- Business plan is being finalized after extensive TTA.
- Annual volunteer report completed and distributed to all volunteers.

- EKO Center's experience with volunteers presented at the Regional NGO Forum in Rijeka, December 1<sup>st</sup>, 2000.
- In this period 14 volunteers worked on the eco-trail.

### **Prijatelj (September 1, 1999 – new end date)**

The 1<sup>st</sup> phase (before extension) of the project was successfully completed.

- Enabled by the project, the youth are contributing to their community through the Youth Council that:
  - organizes community actions and lectures. (Originally 4 actions and 5 lectures were planned, but due to the interest and the Council's initiative an additional 9 actions and 8 lectures were conducted involving around 950 children and youth.)
  - works with local authorities on community development issues. Communication between the Council and the local authorities reached the point where the Council is seen as a partner and is able to communicate directly, without the project manager or community worker.
  - publishes regular newsletters that were widely accepted as evidenced by contributions from local businesses that enabled the editions to be doubled.
- Prijatelj has established ongoing partnerships with the Social Welfare Center, the Culture Center, the elementary school, the Medical Care Center, and the War Veteran Association. (If these are the actual names of the centers, then capitalize them, otherwise change them to all lower case.)

Within the extension the highlights are:

- Sustainability of the project was achieved through an Open Society Institute grant and recognition by the City of Zagreb authorities that awarded a symbolic 2.000 USD.
- The representatives of Kozari-Bok/Putevi (app. population of 14.000) are very supportive of the replication planned within the extension and potential locations for community centers are already identified.

### **Green Action (September 1, 1999 – June 30, 2000)**

- Grant has been closed out.

### **BIOPA/Baranja (September 1, 1999 – February 28, 2001)**

- BIOPA held 5 workshops on organic agriculture for 150 participants. The experts from this organization actively participated at different seminars, congresses and fairs promoting organic agriculture on the large scale. In the period, 56 site visits were made and 35 soil analyses conducted.
- Baranja hosted 2 workshops on communication and community organizing (21 participants) with TA from CCI (Center for Civic Initiatives).
- Research on domestic production and cooperatives (app. 150 contacts) was completed.

Note: The conclusion of the trainer is that Baranja and BIOPA, while able to deliver their individual tasks and results and operate well within their niches, have no real interest for the proactive and sensitive community development that is needed for them to go beyond their normal routines and

deliver active community groups. The AED site visit of January 24<sup>th</sup> will determine the final course of the project.

**CERANEO/RI-CENTAR (September 1, 1999 – May 15, 2001)**

- Office space has been provided by the City of Rijeka for a minimum charge.
- The office is now equipped with part of the facilities in use for “NGO Incubator.”
- An assistant was hired in October.
- Funding support for equipment and legal advice time was received from ICNL.
- Positive contacts with local NGOs have been maintained; regular meetings with Council of Local Associations were held.
- A funding proposal submitted to the GoC’s UzU and Primorsko-Goranska County.
- Direct services to NGOs started through the provision of free legal advice and “one to one” technical advice to individual organizations (TEHPO):
  - 13 local NGOs received direct benefit from individual training and TA through Mini TEHPO.
  - Over 20 NGOs received free legal advice from the RI-CENTAR’s lawyer Sanja Baric.
- Regional NGO forum was held on December 1, 2000, with participation of 50 representatives of local NGOs, City of Rijeka, County Primorsko-Goranska and the corporate sector (Rijecka banka);
  - City of Rijeka and County Primorsko-Goranska financially supported organization of the forum.
  - Five volunteers/students recruited through collaboration between the RI-CENTAR and the Faculty of Arts and Sciences.
- RI-CENTAR, with help of the Center’s lawyer Sanja Baric, organized public debate on the draft Law on Associations in cooperation with the government Office for Associations and the Ministry of Justice. About twenty-five local NGOs participated and had an opportunity to make comments. The public was informed about the draft law through press articles, TV programs and radio programs.
- The existing funding programs of the Rijeka local authority and the County primorsko-goranska for NGOs have been assessed and discussed with official representatives, with a view to establishing a transparent decision-making process in funding.
- Close cooperation was established with Smart as a provider within the local TEHPO and a joint project proposal for research into local volunteering was developed.
- RI-CENTAR assisted GoC’s Office for Associations to distribute material for their annual competition.
- The Center has started to receive technical advice from the Municipality of Lausanne, Switzerland, for building institutional and organizational capacities.
- Co-operation with media (Novi list, local radio and Hrvatski radio Rijeka ) has been established; RI-CENTAR was present in the media through articles in the newspaper, press releases, radio and local TV interviews

## 1.2. 2<sup>nd</sup> RFA and Extensions

- 1.2.1. During this quarter the 2nd RFA projects got into stride with a high level of activity and some promising results as shown in the table below.
- 1.2.2 AED/ODRAZ's priority with these grantees was the development and launch of their local TEHPO programs. This extends also to RI-CENTAR, which is reported with the 1st RFA projects above.
  - 1.2.1.1. On 3rd November AED/ODRAZ hosted a meeting in Zagreb of all Support Center projects to develop and coordinate procedures for the local TEHPO programs. The meeting addressed issues of selection of beneficiaries and selection of training providers using advisory committees and the procedures to ensure quality control and evaluation of training provided.
  - 1.2.1.2. During the quarter TEHPO Programs were launched in Rijeka, Split and Osijek and to date Training/TA has been awarded to a further 25 local NGOs. The Support Centers themselves are also benefiting, both from the enhanced relationships this program develops for them with their constituency and also from their first experience of the *grant making and monitoring* that is entailed.
- 1.2.3. Training/TA for all second RFA Grantees has now been agreed and some is in process (See 2.6.1).
- 1.2.4. In November, AED/ODRAZ conducted a financial review of MIRTA's grant (MI was also checked at the same time). This will be followed up with on a further site visit in January.
- 1.2.5. Progress meetings with project managers were also held with, MIRTA, HSUTI, Inkluzija and SDF.
- 1.2.6. HSUTI has achieved a great partnership with HAK (Croatian Automobile Association) who have provided both funding support and a two page support feature article in their high circulation magazine.
- 1.2.7. MIRTA has some of its funds trapped in the Alpe Adria Bank in Split, which is now in receivership. (Grant Project funds were placed with Zagrebacka Banka at the insistence of AED and are thus not involved.) Although it is likely that they will recover some of these, the amount and timing is uncertain and hence the full impact on their activities is not clear. During the next field trip (January 26th) we shall learn more about the full implications. Meanwhile they have finally won the space for the planned shelter for victims of family violence, they will not have adequate funds for making it ready.

### MI (September 1, 1999 – February 28, 2001)

- 1. Implementation of regional the TEHPO program is in its final phase. After the



announcement in a local newspaper, application forms were distributed to NGOs in Split, Knin and Dubrovnik. Applications were collected, graded and NGOs were informed about the outcome. Board members were contacted and 3 board meetings were held where board members were informed about the program, criteria and priorities. Agreement was reached regarding the implementation plan.

2. 8 NGOs received training, 20 received technical assistance, and a further 8 NGOs received facilitation for their meetings.
3. A further 12 volunteers recruited and trained.
4. Seven public events were organized based on International Volunteers Day - 5<sup>th</sup> of December.
5. New Volunteer Center space has almost been donated by the City.
6. Tax exemption was obtained for equipment purchased.
7. Three meetings with other Social Services were conducted.
8. The project coordinator participated in a joint presentation with Governmental Office for Associations and Healthy Cities Network at the "Volonteuropa" conference held in Prague in October.

#### **Center For Peace Osijek (June 1, 2000 – May 15, 2001)**

1. The Center for NGO Support is now equipped and functioning, and the public informed. A 5 member board was established and regularly meets
2. NGO library is equipped – books purchased from different fields of management, human rights, psychology, etc. Public informed on the work of the library
3. NGO database established and 116 entries provided.
4. NGO meeting held to inform them of tax legislation changes.
5. Workshops on the work with the media and public discussions on the draft of NGO Law were held.
6. Regional TEHPO program developed (guidelines, forms, procedure) based on the AED materials and they conducted training for 7 NGOs.
7. 12 NGOs received TA in development of their initiatives.
8. Funding options for further TEHPO discussed with CS Mott Foundation and OSCE. An application for funding sent to UZU.
9. Volunteer manual completed and volunteer training plan completed.
10. Leaflet for promotion of volunteerism published in 500 copies and disseminated.

#### **MIRTA (June 1, 2000 – May 15, 2001)**

2. Public awareness campaign advanced with 4 media conferences and 30 individual interviews.
3. Local court experts participated in one-day consciousness raising workshops
4. 8 similar workshops held for kindergarten workers.
5. 3 supervisions of Mirta's team were conducted by experts from Potpora, Zagreb
6. 5 workshops for the organization's volunteers to increase their expert knowledge and skills.
7. 240 clients were counseled and 9 interventions made with state and legal representatives.
8. City of Split has offered two apartments for use as the shelter.

#### **HSUTI - Croatian Association of Organizations for the Disabled (June 1, 2000 – May 15, 2001)**

1. Co-funding for parking campaign received from HAK (Croatian Automobile Association) to the value of 4.000 USD.

2. 300.000 leaflets prepared, printed and distributed to 44 NGOs for the parking campaign. This was followed up with the media and participation of the Minister of Interior who signed the letter of intent.
3. HAK hosted the roundtable on handicapped people in the traffic.
4. Meeting and workshops organized for members of HSUTI who were briefed on the details of the project.
5. Analysis and critique of traffic regulations, to support the lobbying activities, is complete.
6. Roundtable on barrier regulations held. Two actions on the access for handicapped to public buildings followed.
7. A study on barriers in Rijeka is also under way.
8. Regular contacts and initial levels of cooperation and partnership is established with: Croatian Automobile Association, Zagreb Police Department, Croatian National Television, Law Faculty, Croatian Law Center, Ministry of Labor and Social Welfare, City of Zagreb.
9. New office space was donated by the City and equipped for their use. The space was officially opened in November 2001.

#### **Association for Promotion of Inclusion (June 1, 2000 – May 15, 2001)**

1. The de-institutionalization program has 6 more beneficiaries for the independent living program and two apartments are allocated for that purpose.
  - o Job-coaches are helping 6 beneficiaries to fit in the regular working environment.
2. In Zagreb, preventative measures are being taken to avoid unnecessary institutionalization of 5 adults with mental retardation.
3. Preparations for transfer of experiences and the existing model to Slavonski Brod are in process and contacts established with the authorities and 5 candidate beneficiaries.
4. Cooperation with the Ministry of Labor and Social Welfare is advancing through the organization's input on possible legislation changes. The Ministry is responding positively on the suggestions and the model of this project is being considered. Especially encouraging for the Ministry is the concrete examples of positive change the organization is providing.
5. The organization received co-funding for additional locations of Osijek and Bjelovar (creative work, prevention, independent living) from the government (7.000USD) and Open Society Institute (10.000 USD).
6. The employment project received additional 10.000 GBP from the Headly Trust.

#### **SDF (June 1, 2000 – May 15, 2001)**

1. Conditions for local self-governing structures are being developed in 4 regions:
  - o Three assemblies of voters held with a total of 150 participants.
  - o This initiated the process of forming Mjesni Odbor (Local Committees).
  - o Four-year plans for 8 committees were developed.
2. Citizens involvement is increasing through 3 separate initiatives to organize agricultural NGOs.
3. Cooperation with the Ministry of Agriculture is evidenced through their Extension Service that sponsored two workshops for 70 farmers.
4. The communities themselves, independent of the Mjesni Odbor, have started many small actions (school and playground repairs) and communal initiatives (roads, electricity, public transport) for their needs regardless of the level of their self-

governing. These small examples show high motivation of the people in those regions to engage in rebuilding and improving their communities.

## **2 TRAINING & TEHPO**

**LIFE OF ACTIVITY RESULTS:** *Increased financial, organizational, advocacy, and outreach capacity and improved public image of Croatian NGOs; establishment of a corps of Croatian trainers and a network of Croatian NGO support organizations with the capacity to deliver training and TA.*

- 2.1 For AED/ODRAZ this quarter was the most intensive training quarter to date, with almost 400 hours of training directly administered for the benefit of nearly 250 NGO activists. Despite the high level of Program activity, for the three new training organizations that have resulted from the Program, AED/ODRAZ training accounted for less than half their assignments and significantly less than half of the funding, further evidencing their capacity and independent sustainability. This third party funding increased the number of individuals benefiting from training during this to over 400.
- 2.2 The level and nature of activity of the training organizations, coupled with the fact that 12 of the 17 ToT participants were active trainers in the quarter shows the success of the strategy that has been followed to institutionalize the training resources created within the ToT program, which was a major goal. The establishment of a structure with capacity to deliver training and TA has been accomplished.
- 2.3 A further Program objective was to reach out to provide demand sensitive training to increase the capacity of smaller NGOs and organizations, which hitherto had received little help with development. In terms of numbers of NGOs involved, their locations, numbers of participants and sectors of activity the evidence is that this objective is being handsomely met. But this leaves open the question of impact and value. For this reason during this quarter AED/ODRAZ developed an outline specification for a 3rd Party evaluation of the training's impact and quality. This was sent in the form of an RFP to three organizations with evaluation experience in the UK in December and we expect to select the evaluators in January.

### **2.4 Development and Capacity of New Training Organizations & Subcontractors**

- 2.4.1 The most professional work during the quarter was performed by the members of SMART who have set for themselves and met a high standard of work including peer group review and excellent training materials for participants and professional post-training reports. Their work is developing a distinctive organizational stamp. At the same time they have completed a lot of work on their own institutional development with a number of important documents

prepared for approval by their Board in February. These set out a pricing policy, working regulations for their trainers and form of contracts with external trainers. There is a commitment to maximizing the proportion of training revenues used for the benefit of the organization.

2.4.2 NIT, formed by the trainers originally connected to CERANEO, has decided to devote half its effort to NGO Support Center activities, potentially filling the gap caused by CERANEO's reorganization into an organization dedicated to policy, lobbying and research. This we shall continue to encourage and meanwhile: Although NIT has no contractual relationship with the Program as a training provider, the individuals within it will retain an involvement as trainers. Meanwhile NIT has been active also in providing training in Montenegro.

2.4.3 The quality of the work done by the trainers within EOS while high is rather individual. Although work in institutional development has been done, there are no signs of the recommendations being fully accepted by the organization.

2.4.4 CESI and Center for Peace, who are also contracted providers for TEHPO, have learnt how to provide a satisfactory and competitive service and, while more limited in the topics they can cover, now constitute a valuable addition to the resources available for the development of the sector.

2.4.5 A dilemma, shared to a greater or less extent by all providers, is how to divide the income from training between the trainers and the organization and, more acute, what percentage to take for the organization when contracting with outside trainers. We are investigating the possibility of using the non-Croatian consultant who will evaluate the training program, to conduct a workshop on this topic at the end of the evaluation.

2.4.6 Despite difficulties there are clear indications that the providers are responding to AED pressure to extend the numbers of trainers they use. Within the quarter 13 of the 17 ToT participants delivered training but in addition 19 other trainers were used. (Some directly contracted by AED/ODRAZ.) At their request, we are further developing the database of trainers so that it can be more easily used to contact and report performance of external trainers. The database will be disseminated to all training providers and Support Centers.

2.4.7 AED/ODRAZ has also commissioned further work on the management database to make it easier for training providers to use as a general management and marketing tool.

2.4.8 On November 4<sup>th</sup>, AED arranged the first follow up one-day training for trainers. The training was conducted by Eva Andela Delale (member of the Association for Psychological Help) on "Preparation of reports and introduction of evaluation of trainings".

2.4.9 Two coordination meetings for Training Providers were held in the quarter to discuss operational issues.

## 2.5 TEHPO Training

- 2.5.1 During the quarter the total number of TEHPO training assignments passed to providers increased to 41, with 32 individual NGOs receiving one to one training or TA. There have also been four regional workshops, in Rijeka, Osijek, Split and Dubrovnik this quarter attended by 47 participants and one in Zagreb last quarter. Five of the NGOs receiving TEHPO awards also received follow up training. During the quarter 12 trainings were delivered and 16 specifications fully developed and agreed. Final specifications are outstanding on only 4 task orders.

### TEHPO SUMMARY

#### Training Completed this Quarter

- Association “Croatian Woman” – Cakovec
- Croatian Union Of Physically Disabled Associations, Zagreb
- Youth Association “Luna”, Dubrovnik
- Environmental Protection Association “The Sun” Split
- Association For Water And Environment Protection “Frog”, Zagreb
- Association Of Parents’ Of Impaired People “The Sun” , Ludbreg
- Parents Association BIOS, Zagreb
- Association “Croatian Woman” Cakovec
- HSUTI, Zagreb
- Regional Workshops On Civic Society and the Role Of NGOs In Osijek, Rijeka And Zagreb

Topics were as specified in last QPMR.

#### 1.1.1 Full Specifications developed & Trainings imminent

- 1.2 Association “Green Istra”, Pula (First sessions took place on 2 and 3 December in Pula)

*Training topic was:* Possibility of cooperation between sectors in the development of the city plan, visioning of the city and lobbying. The next session will be on 27 and 28 January and will be primarily focused on the preparation of the Action plan.

*Training organization:* EOS; *Trainers:* Milan Ristic, Ognjen Caldarevic, Roman Danko and Alan Vojvodic.

#### 1.3 GONG

- 1.4 Training is in three parts. The first part took place on 22 and 23 December – training topic was fundraising.

The 2nd and 3rd parts will take place in January and February (8 training days) and will be focused on lobbying, work with media, work with volunteers and organizational development.

*Training organization:* EOS; *Trainers:* Roman Danko, Milan Ristic, Diana Topcic, Nives Ivelja and Igor Kovac.

*Croatian Union for Speech and Hearing Impediments, Zagreb*

Training is planned in three parts - in January and February. Training topics are: Development of the network, Strategic planning, and Basic fundraising and Project proposal writing.

*Training organization:* EOS; *Trainer:* Milan Ristic.

*European House, Dubrovnik*

Training is primarily focused on the web site development, coordination and cooperation between NGOs in Dubrovnik region around the web site. Beginning of February workshop on volunteers will take place.

*Training organization:* EOS; *Trainers:* Milan Ristic and Diana Topcic; collaborators – Association for the promotion of quality of translation, Dubrovnik and Damir Gabeljic, independent consultant and web designer from Dubrovnik

*Union of Associations of Roma People in Croatia*

Training will take place in Stubicke Toplice for 10 participants at the end of January and beginning of February.

*Training topic:* Project proposal writing and project planning; structure of the Union

*Training organization:* CESI, *Trainers:* Mladen Majetic, Gordana Obradovic Dragišić and Sanja Cesar.

*Women's Network of Croatia*

Training will be held in Stubicke Toplice and will be organized in two parts.

*Training topic:* Fundraising and project proposal writing, Public relations and media. Training will be held end of January (two days) and end of February (2 days).

*Training organization:* Center for Peace Osijek, *Trainers:* Nikolina Jurjevic, Gordana Obradovic-Dragišić, Irena Šcuric, Tanja Šimic, Dario Topic and Davor Špišić.

*Committee for Human Rights, Women's Group, Karlovac*

Training will be held in Karlovac and will be in two parts – end of February and beginning of March.

*Training Topics:* Activity planning, project planning and project proposal writing, Implementation and evaluation of the projects.

*Training organization:* CESI, *Trainers:* Gordana Obradovic-Dragišić, Gordana Stojanovic, Sanja Cesar and Nataša Bijelic.

*Association for Unemployed*

Training will be organized in three two days sessions all in February.

*Training topic:* Activity planning, Project proposal writing, Implementation and evaluation of the projects.

*Training organization:* CESI; *Trainers:* Nikolina Jurjevic, Sanja Cesar, Gordana Obradovic-Dragišić, Sanja Cesar and Tamara Mihalic.

*Association of Roma people of Medimurje*

Training will be held in Cakovec and will be in two parts; in February and March.

*Training topic:* Activity planning, Project proposal writing, Implementation and evaluation of the projects.

*Training organization:* CESI; *Trainers:* Gordana Obradovic-Dragišić, Sanja Cesar and Vedrana Jukic.

*Movement for Youth Culture, Split*

Training is taking place in Split, the first part was implemented at beginning of January, the second part will be finished at the end of January.

*Training topic:* Communication, structure of the association and planning.

*Training organization:* EOS; *Trainers:* Andreja Tonc and Đurdica Ivkovic.

*Association of Biology Student's BIUS*

Training is divided in three parts, all three will be implemented in March.

*Training topic:* Project proposal writing, budgeting and evaluation of the project; basic techniques in public relations, how to prepare promo materials, consultation about financial management and statute change.

*Training organization:* EOS; *Trainers:* Roman Danko, Alan Vojvodic, Milan Ristic, Tomislav Kraljevic, Nevenka Trbovic, and Nevenka Jovicic.

**Follow up trainings**

Based on the recommendations of the providers, follow up training specifications have also been developed for these follow ups:

*Croatian Mountaineering Club Zagreb-Matica* will receive two day training in January.

*Training topic:* Communication and Organizational development.

*Training organization:* SMART; *Trainers:* Sladana Novota and Andreja Tonc.

*Croatian Women Cakovec*

Three members spent two days on Forum of Croatian NGOs in Zagreb and all members will receive one day's training in Basics of Management and Organizational Development.

*Training organization:* CESI; *Trainers:* Gordana Obradovic-Dragišić and Vedrana Jukic.

*Humanitarian Association "Hand" Vis*

Three-day workshop will be held in Vis in March.

*Training topic:* Organizational development.

*Training organization:* Center for Peace, Osijek; *Trainers:* Branka Kaselj and Nikolina Jurjevic.

*Association of Parents of Impaired people "The Sun", Ludbreg*

During the first part of the training the need to help members of the organization to connect and interact better with local community, local government representatives and similar organizations in Croatia merged. Therefore this training will help the organization facilitate discussion with these contacts in order to get long term and continuous support for the organization.

*Training organization:* Center for peace Osijek; *Trainer:* Ranka Jindra and members of organization INKLUSIJA Zagreb.

*Association "Duga" Zadar*

One day training will be held in Zadar.

*Training topic:* Basics on telephone counseling

*Training organization:* CESI; *Trainers:* Josip Zec and Drago Arnautovic from Split.

### **Training specification in the development stage**

#### Association of pre-school children teacher's, Zagreb

Training organization: SMART

#### Association RUTA, Cres

Training organization: EOS

#### Association of Cultural Workers of Slavonija, Baranja and Srijem

Training organization: Center for Peace, Osijek

#### Union of Scout Associations of Croatia

Training organization: Center for Peace Osijek

## **2.6 Training for Grantees**

2.6.1. All outstanding training plans for grantees have been agreed. The table below shows training provided during the quarter and agreed training to be delivered in the next quarter. By the end of the next quarter we anticipate all training for grantees will have been completed.

### **Training for Grantees in the Quarter**

#### HSUTI

1.5 In October second school for the member associations of the union was organized. With the training budget HSUTI organized three workshops: Management and Organizational Development; Lobbying and My role in the local community.

*Training organization:* SMART; *Trainers:* Martina Belic, Sanja Sarnavka, Bojana Genov, Snježana Matejcic and Zvijezdana Schulz Vugrin.

Further training has been agreed on Network Development and Office Management and this will take place in the next quarter. Training providers will be Martina Belic, B.a.B.e. and Marija Raos, Nit.

#### Association for Peace "Baranja", Bilje

In October and November one day training took place in Bilje for organizations - Association for Peace Baranja, BIOPA and Center for Peace, Osijek. Training topic was Community Organizing. First training part was focused on the theory of planning and analysis of the stakeholders; the second part was development of the Action Plan. In January we plan to have further implementation training. Due to the lack of the response from the BIOPA side they will not participate on the future workshop.

*Training organization:* CCI; *Trainer:* Milan Medic.

#### MIRTA



MIRTA has decided that all their training money will be dedicated to their Strategic Planning and Organizational Development. Training is in 5 phases. Two parts were implemented in November and December. Other parts are planned for February, March and April.

*Training organization:* TIM Tri Beograd, *Trainer:* Dubravka Velat.

#### Eko Centar Caput Insulae

In November Caput Insulae staff spent three days on the preparation and development of the strategic plan for the organization. After the plan was done, they started preparing Business plan of the organization. Final version is expected by the end of January.

*Training organization:* NIT; *Trainers:* Marija Raos and Vitomir Penavic.

Two further training will be carried out in the next quarter. Implementation and Management of Strategic Plan and Volunteer Management. This will be done by NIT and by SMART.

#### INKLUZIJA - Association for the Promotion of the Inclusion

In December members of INKLUZIJA received training on managing volunteers.

*Training organization:* SMART; *Trainer:* Gordana Forcic. Further trainings have now been agreed for Know How exchange with similar NGO in Hungary and for Organizational Development. These will take place in the next quarter.

#### 1.5.1.1.1 Green Telephone Network

In November training for preparation of the follow plan for the network took place in Medulin. Network decided to move leadership from Green Action, Zagreb to Green Istra, Pula. On that occasion they prepared few proposals for the fundraising purposes for the network.

*Training organization:* EOS; *trainer:* Roman Danko.

#### SDF

SDF is independently arranging their trainings in coordination with AED/Odraz. So far SDF organized facilitative meeting with all implementers in Lika and Dalmatia in order to better cooperate and coordinate work. Training on agricultural topics was organized in November and December. At the December meeting with Mr. Mrkalj it was decided that the rest of the training budget will be spent on development of income possibilities for youth. SDF will organize meetings where Office for Employment will present programs for self-employment and possible loans. After interested individuals are recognized in cooperation with local business incubators, training programs will be developed (how to prepare business plan, etc.)

#### Center for Peace Osijek

Training topics have now been agreed as

- Communication skills and work with media
- Management (time management, work with people, etc.)
- How to prepare and implement evaluation
- How to run supervision?
- Team work/learning organization

Center is finalizing ideas and in the next month all training tasks will be finalized and trainers engaged.

## **2.7 NGO Manual - Prirucnik**

- 2.7.1 During the quarter there was, as predicted a significant increase in dissemination, with over 300 books distributed, bringing the total to 819. Around 300 now remain and we expect virtually all to have been disseminated by the end of the upcoming quarter.

## **2.8 Obligatory Days**

During the last quarter training for Volunteer Center, Zagreb was provided. This was a joint effort of EOS and SMART. In four training days they have prepared draft Strategic plan for the organization.

*Trainers:* Gordana Forcic, Sladana Novota, Gordan Bodog and Alan Vojvodic.

### **3 DONOR COORDINATION**

The main result of this set of activities is anticipated to be the creation of an informal Forum of donors supporting NGO Development, supported by a database of funded projects, which can coordinate funding policies and act as a single and strong voice in the lobby for changes to the legal environment for NGOs.

- 3.1 The Donors Coordination initiated by AED met on November 8th and December 11th. Attendance in December was poor. Nonetheless it uncovered a donor trend towards supporting local level NGO projects and at the same time a shared donor concern about the lack of capacity. The next meeting will attempt to force some discussion of this issue and start to develop a concerted response.
- 3.2 AED/ODRAZ had a separate meeting with Tomislav Reškovac at OSI in December. While there is clearly interest in the ideas, developed with Pero Vrucinic before the ending of his contract, he was unable to make any decision at that time. Meanwhile our time is running out for them within this contract.

### **4 EXIT STRATEGY**

As this project's lasting legacy and the main result of our exit strategy will be the establishment of a legally registered, democratically governed, indigenous and sustainable local organization – ODRAZ-staffed by ex-AED employees, capable of fostering local partnerships on a national scale, and funded by at least two funders.

- 4.1 The subcontract between ODRAZ and AED commenced on October 1st.
- 4.2 On October 6th & 7th ODRAZ had a retreat in Varaždin to develop its ideas for a strategic and business plan for the future.
- 4.3 The first draft of a Business Plan has been produced. The final version is in preparation and will be presented to USAID and other funders shortly.
- 4.4 ODRAZ developed and produced its first brochure, in English and Croatian and this has been disseminated to NGOs and Donors in Croatia. A website is under construction to feature results and resources created within the NGO Development Program.
- 4.5 ODRAZ received a request from the British Embassy to provide urgent TA to rescue a significantly delayed series of training workshops, for NGOs, Judiciary and Police that they were funding through the UN Commission for Human Rights. After due consideration ODRAZ declined the request because of lack of fit with their mission and expertise.
- 4.6 Information about ODRAZ was presented on Program 2 Croatian Radio- (9th November).

- 4.7 Lidija Pavic and Hrvoje Caric have been asked and agreed to contribute to the development of the Environmental Strategy for Croatia.
- 4.8 A feature of the ODRAZ statute, almost unique among Croatian NGOs, is that remunerated members of staff may not be Board members. A new Governing Board has been recruited as follows:
- Mr. Maurice Cronly AED's Country Director in Croatia
  - Mr. Damir Grubiša Sen. Researcher in Institute for International Relations
  - Ms. Agata Racan Deputy Minister, Ministry of European Integration
  - Mr. Goran Radman Managing Director, Microsoft Croatia
  - Ms. Gordana Cerjan Letica Professor of Sociology, University of Zagreb
  - Mr. Boris Maruna Novelist and Director of Matica Iseljenika

## **5. OTHER ACTIVITIES**

- 5.1 The 9th PMR was prepared and submitted to USAID on November 30th along with the final Semi-Annual Work Plan.
- 5.2 A further edition of GLASILO, giving Program information and with a feature on Volunteering, was published and disseminated to NGOs and donors.
- 5.3 Co-ordination and support to grantees to achieve NGO VAT and Customs exempt status (following changes of Custom and VAT law April 2000) was provided. The process was successfully finished in Centar za mir Osijek, Inkluzija and MI. Purchasing of equipment and other goods from AED grant in these NGO's already achieved significant savings.
- 5.4 On 13th October Lidija Pavic and Ivana Leginja of ODRAZ attended a meeting of the Women's Network in Porec and disseminated information on TEHPO and also on ODRAZ to those attending.
- 5.5 On 19th October Lidija Pavic and Maurice Cronly met with Walter Viers and Shannon Lowder of the Mott Foundation, at their request, to brief Ms. Lowder, newly appointed as Mott's Regional Director, on the USAID Program. They also briefed Mott on ODRAZ. Mott has since given ODRAZ consent to translate (now in process) and publish Croatian their booklet on Community Philanthropy.
- 5.6 On 9th & 10th October, Lidija Pavic attended the NGO consultation workshop arranged in Daruvar by GoC's Office for Associations. The topics under discussion were: Criteria for NGO Proposal Evaluation, Social Priorities and Criteria for Selection Committee Members.
- 5.7 On 13th November Maurice Cronly attended the presentations on NGO Participation in Social Welfare arranged by the Center for Disaster Management.
- 5.8 On the 27th November Lidija Pavic participated in the round-table, organized by the Helsinki Committee, to discuss the Law on Associations.

- 5.9 The Rijeka Regional NGO Forum took place on December 1st and was attended by Maurice Cronly.
- 5.10 On December 5th Lidija Pavic took part in a radio program (Radio Osijek) on Volunteering in which the Support Centers were also involved.
- 5.11 On December 6th Ivana Laginja, at the request of OSCE. attended a workshop being conducted by INTRACT (NGO Training Organization in UK) to develop ideas for NGO Training for which OSCE have some (restricted) funds.
- 5.12 As requested by USAID, AED forwarded timetables of events for the month of November and December.
- 5.13 ODRAZ have been approached by HORIZON to provide TA with the development of their Training Department. (HORIZON is a Croatian NGO, with multi source funding for a variety of youth programs).

## **6. KEY ISSUES ARISING FROM THIS REPORT**

- ODRAZ Business Plan will require discussion
- Implications, if any, of change in CERANEO

## **7. PLANNED NEXT QUARTER**

Next quarter highlights will be:

- Commencement of training evaluation.
- Development of planned publications.